



Professional English for Tourism

Sku: PC385

Horas: 60

OBJETIVOS

This course is designed for learners of English (British variant) working in the field of tourism. The main objective of the course is to present a practical usage of the English language in the tourism sector, and to teach learners to communicate in written and spoken English at an advanced level in a wide variety of situations that are typically encountered in this sector. It is recommended that learners have at least an accredited B1 level of English before starting the course.

CONTENIDOS

1. Management and Marketing of Tourism Services

1.1. Presentation of Tourist Services

What Amenities Does the Resort Have?

- Lexis: Amenities and services
- Function: Presenting services, amenities, and payment information

The Best Hotel Services

- Lexis: Amenities and services
- Function: Making recommendations

1.2. Management of Destination or Tourist Services Reservations

Planning a Holiday

- Video Comprehension: Choosing a holiday, explaining an itinerary
- Grammar: Prepositions of place and time
- Grammar: Indefinite pronouns

Booking a Railway Ticket

- Lexis: Traveling by train
- Function: Booking a train ticket

Travelling Adventures 1 – Typical Situation

- Listening Comprehension: Traveling to a hotel
- Language Focus: Structures with "get", conditionals, prepositions

1.3. Issuance of Tickets, Vouchers, and Other Documents Related to the Commercialization of a Tourist Service

Travel Agency – Typical Situation

- Lexis: 3rd party services
- Function: Organising and booking a business trip
- Function: Offering 3rd party services to clients

Receptionists & Hotel Workers 1

- Lexis: Hotel jobs and departments

- Function: Talking to hotel staff

Professional English for Tourism 1/6 – Receptionists & Hotel Workers 2

- Lexis: Hotel jobs and departments
 - Function: Talking to hotel staff
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1.4. Negotiation with Providers and Professionals in the Tourism Service Provision Sector

Food & Beverage Suppliers

- Lexis: Documentation and suppliers
- Function: Dealing with suppliers

Problems with Delivery Suppliers

- Lexis: Documentation and suppliers
 - Function: Dealing with suppliers
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1.5. Management of Room Reservations and Other Services of the Hotel Establishment

Booking a Hotel Room

- Lexis: Amenities and services
- Function: Providing information about hotel services and amenities

Booking Details

- Function: Making a booking

The Hotel Receptionist – Typical Situation

- Function: Processing a hotel room reservation via telephone

Traveling Adventures 2 – Typical Situation

- Listening Comprehension: Arriving at a hotel
 - Language Focus:
 - To + infinitive vs. -ing
 - Interrogative structures
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1.6. Completion of Documents Related to the Management and Marketing of a Hotel Establishment

Organising a Convention – Typical Situation

- Function: Processing a booking of a function room

Advertising

- Lexis: Advertising
 - Function: Advertising in tourism
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Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
 - *(Repeated for reinforcement)*
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Unit 1 Test

- Assessment: Learners test their knowledge on the topics covered in this unit

2. Providing Tourist Information

2.1. Request for Transfer or Exchange of Information Between Tourist Information Centers

Leaflets and Guides

- Reading and Listening: Information about various tourist destinations

Edinburgh

- Function: Providing tourist information
- Grammar: Uncountable nouns

Guided Tours

- Listening and Reading: The Sagrada Familia
- Grammar: Passive voice
- Theme: Tourist attractions

2.2. Management of Information on Service Providers, Prices and Rates, and Provision to Customers

Agreeing Contract Details

- Function: Agreeing contract details with third parties

Negotiating Contracts for Online Provision 1

- Lexis: Contracts and documentation
- Function: Dealing with third parties

Negotiating Contracts for Online Provision 2

- Lexis: Contracts and documentation
 - Function: Dealing with third parties
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2.3. Provision of General Information to the Client about Destinations, Routes, Weather, Surroundings and Leisure Options

Weather

- Lexis: Weather collocations

Itineraries

- Function: Providing information about tourist destinations/attractions
- Reading: Information leaflet

At the Clinic – Typical Situation

- Listening Comprehension: At the clinic
- Language Focus: Word formation, accuracy

Back to Full Health – Typical Situation

- Listening Comprehension: Back to full health
 - Language Focus: Word formation, *to + infinitive* vs. *-ing*
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2.4. Preparation of Lists of Natural Resources, Sports, Recreational Activities, and Itineraries

Transport

- Reading Comprehension: Using public transport
- Lexis: Public transport
- Grammar: *on* vs. *by*

Types of Holiday

- Lexis:
 - *go + collocations* (e.g., go to the beach, go for a walk, go by plane)
 - *verb + noun collocations* (e.g., stay at a campsite, sunbathe on the beach)

Holiday Destinations

- Reading and Listening Comprehension
- Lexis: Holiday activities

2.5. Information on Environmental Legislation and Its Impact on Tourism and Leisure

Planning to Visit the Park

- Lexis: National parks
- Function: Providing information about tourist destinations/attractions

Tourism – Master Class

- Virtual Class: Tourism
 - Language Focus: Tourist experiences, ecotourism
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2.6. Promoting Customer Awareness for Environmental Conservation

A Hotel Leaflet

- Lexis: Environment
- Reading: A hotel leaflet / Being eco-friendly

Holiday Reviews

- Lexis: Adjectives for describing places
- Grammar: Indefinite pronouns (something, anything, etc.)

We've Made It to the Van – Typical Situation

- Listening Comprehension: We've made it to the van
- Lexis: Nature
- Language Focus: Question forms, “looking” verbs, *so* vs. *such*

Good to Be Alive – Typical Situation

- Listening Comprehension: Good to be alive
 - Lexis: Geography, natural surroundings
 - Language Focus:
 - Conditional structures
 - *to + infinitive* vs. *-ing*
 - “get”
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2.7. Collecting Customer Feedback on Tourist Accommodation Services

Customer Service and Satisfaction

- Function: Filling out a customer satisfaction survey

Filling in the Customer Satisfaction Questionnaire

- Lexis: Courtesy / satisfaction
 - Function: Asking for customer feedback
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Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
 - *(Repeated for reinforcement)*
-

Unit 2 Test

- Assessment: Learners test their knowledge on the topics covered in this unit

3. Tourist Information Services

3.1. Specific Terminology in Tourist Relations with Clients

Flights and Airports

- Lexis: Flights and airports
- Function: Expressing rules

Flying Away – Typical Situation

- Function: Conversations at an airport
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At Customs, During the Flight – Typical Situation

- Function: Dealing with travelers at an airport

At the Airport – Typical Situation

- Listening Comprehension: At the airport
 - Lexis: Paperwork, identification
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3.2. Usages and Habitual Structures in Client or Consumer Service

Everyday Communication in a Tourist Establishment

- Function: Speaking to members of staff in a tourist establishment

Megan Checks In

- Function: Checking in
- Grammar: "I'd like"

Megan Checks Out

- Function: Checking out
- Grammar: Adverbs vs. Adjectives
- Function: Recognising and using formal/informal registers

Checking In and Out of a Hotel – Typical Situation

- Function: Dealing with hotel guests
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3.3. Differentiation of Formal and Informal Styles in Oral and Written Tourist Communication

Applying for a Job in the Tourism Sector

- Function: Applying for a job, attending a job interview

Service Experience at The Highland Parks Hotel

- Function: Dealing with business customers

The Happy Hostel

- Listening and Reading Comprehension: London City Profile
 - Lexis: Buildings and places
 - Listening Comprehension: The Happy Hostel
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3.4. Handling Customer Complaints and Claims

The Complaint – Typical Situation

- Function: Dealing with complaints

Trouble Abroad – Typical Situation

- Scenario: Stolen credit card and passport
 - Function: Providing assistance and information after a crime or incident
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3.5. Simulated Customer Service Situations and Claim Resolution

Reporting Lost Property

- Function: Dealing with lost property claims

Directions

- Function: Giving directions
- Grammar: *In the end* vs. *At the end*

The Concert – Typical Situation

- Listening Comprehension: The concert
 - Function: Checking out, providing information and advice to hotel guests
 - Language Focus: Confusing words, *used to + infinitive*
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3.6. Communication and Customer Service in Case of Accident

Visitors Insurance

- Function: Attending to customers following an accident

Dealing with an Accident & Insurance Claim

- Function: Dealing with an insurance company

First Aid

- Lexis: Symptoms, illnesses, treatments
- Function: Dealing with emergency services

At the Hotel – Typical Situation

- Lexis: Illnesses and symptoms
- Listening Comprehension: At the hotel

A Bit Better – Typical Situation

- Listening Comprehension: A bit better
 - Language Focus: Conjunctions, present perfect
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Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
 - *(Repeated for reinforcement)*
-

Unit 3 Test

- Assessment: Learners test their knowledge on the topics covered in this unit

End of Course Test

- Assessment: Learners complete exercises to test their knowledge of topics covered throughout the course